

# *Customer Service Handbook*

March 2010



U.S. DEPARTMENT OF  
**ENERGY**

Office of  
Administration



## ***Message from the Director...***

For all of us in the Office of Administration, our priority is to provide a safe, healthy, and energy-efficient workplace for all of our Headquarters colleagues. Equally important, we are a service organization whose core mission is to provide critical support to the Department of Energy program offices.

My goals for us are to provide the highest quality of customer service in each of our business lines, to continually improve our Headquarters facilities with respect to quality-of-worklife amenities for employees, to keep employee safety in the forefront of all that we do, and to continue our leadership role in modeling energy-conservation practices and facility management that we can all be proud of.

Our team is committed to providing you with the highest level of service possible, and we are hopeful that this handbook will provide you with helpful information on our services and points-of-contact.

***Brian D. Costlow***



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The forms used to request these services are available through the Office of Administration web site ([http://management.energy.gov/administrative\\_services.htm](http://management.energy.gov/administrative_services.htm)) in the section specific for those services. Many of the forms are electronic and can be filled in and saved with any version of Adobe Acrobat. Some forms are only available at the specific service office and are not electronic. Please check the appropriate section of the Office of Administration web site for the current version of these forms.

## **1. Alterations of DOE Leased Facilities**

All requests for renovations in leased facilities are coordinated through the Project Integration and Logistics Office located in Room 1F-039 of the Forrestal Building.

## **2. Alterations of DOE Owned Facilities**

### **Minor Alternations (Alterations costing less than \$2,000)**

Includes floor plans, design services, and facilities engineering support. To request renovations or alterations, submit a completed Requisition for Supplies, Equipment or Service (DOE F 4250.2) to the Project Integration and Logistics Operations staff located in Room 1F-039, or telephone (202) 586-6080.

Design: 1-7 days

Procurement: 2-3 days

Construction: 1-7 days

### **Moderate and Extensive Renovations (costing less than \$25,000, but more than \$2,000)**

Range from work such as the relocation of doors and partitions and installation of systems furniture and more extensive utility modifications. The work is designed by a private sector architectural/engineering (A/E) firm located on site, and constructed by a private sector construction contractor. The time needed to complete the work varies according to the complexity, availability of materials and access to the space. The process for initiating the work is the same as with a minor alteration. To request these services, submit a completed Requisition for Supplies, Equipment or Service (DOE F 4250.2) to the Project Integration and Logistics Operations staff located in Room 1F-039, or telephone (202) 586-6080.

Design: 15-30 days

Procurement: 6 weeks

Construction: 7-30 days

### **Alterations costing more than \$25,000**

To request Alteration Services, submit a completed Requisition for Supplies, Equipment or Service (DOE F 4250.2) to the Alterations Staff located in Room 1F-039, or telephone (202) 586-6080. A specialist will provide the organization with a cost estimate to do the work. The cost for these services is billed through the Working Capital Fund

Design: 30-90 days

Procurement: 90-120 days

Construction: 30-180 days (or longer)

### **3. Bus Service, Unscheduled**

Unscheduled bus services consist of acquiring mass passenger transportation, which is considered to be beyond the capabilities of the Transportation Unit, by the use of special contracted bus transportation services.

To request Unscheduled Bus Services, submit a written request to the contract bus service COR located in Room GG-031 or by calling (202) 586-5235 in Forrestal. Please include:

- a. Date and time of requested service
- b. Number of passengers to be transported
- c. Pickup point and projected destination
- d. Name and telephone number of requesting office contact
- e. Any special instructions as required

The Program Office requesting the unscheduled bus service will be billed according to the contractual requirements for unscheduled service. An estimate of cost will be provided by the contract COR prior to scheduling.

The standard level of service is to provide transportation when the requirement exceeds the limitations of the regularly scheduled shuttle bus. The number of buses to be provided for “special” service will depend on the number of passengers and pick-up/destination points.



Usually, if service is in the general locale to the duty station and time permits, one bus will be used to make continuous round trips until the passengers are transported.

#### 4. Bus, Shuttle

The shuttle bus service provides transportation for DOE employees, contractors and authorized guests to and from the Forrestal and Germantown complexes to include Cloverleaf and 270 Corporate. Only authorized DOE employees, contractors, and guests who have a DOE badge or a bus pass issued by the Transportation Services Group may use this service for meetings, training or temporary assignments. In the event of an overflow situation, the Transportation office will supply a federal vehicle to transport additional personnel. A DOE employee with a valid state license is approved to operate a federal vehicle for official business.

Bus stop locations:

- Germantown: East side of Germantown building (cafeteria side)
- Forrestal: Under the main entrance overhang located on 10th Street
- 270 Corporate Centers (20300 Century Boulevard): Front entrance
- \*Cloverleaf Building: Front entrance (end of sidewalk near the roadway)
- L'Enfant Plaza: Opposite side of the roadway in front of the U.S. Post Office Building

**\* Note: For Cloverleaf stop, bus comes to a complete stop for one minute.**

To inquire about this service, visit our website at [http://www.management.energy.gov/Shuttle\\_Bus.htm](http://www.management.energy.gov/Shuttle_Bus.htm), or call (202) 586-5235 in Forrestal or, (301) 903-4330 in Germantown.

Shuttle buses will depart according to the published schedule in order to ensure arrival as scheduled. Shuttle buses will not depart prior to the scheduled departure time.

## Shuttle Bus Schedule

Departs Germantown	Arrives Forrestal	Departs Forrestal	Arrives Germantown
7:00 a.m.	8:30 a.m.	7:00 a.m.	8:30 a.m.
8:45 a.m.	10:00 a.m.	8:45 a.m.	10:00 a.m.
10:15 a.m.	11:15 a.m.	10:15 a.m.	11:15 a.m.
11:30 a.m.	12:30 p.m.	11:30 a.m.	12:30 p.m.
1:15 p.m.	2:30 p.m.	1:15 p.m.	2:30 p.m.
3:00 p.m.	4:15 p.m.	3:00 p.m.	4:15 p.m.
5:00 p.m.	6:15 p.m.	5:00 p.m.	6:15 p.m.

The Southbound route will depart Germantown at the posted times. The intermittent arrival and departure times to Cloverleaf and 270 Corporate will be within five (5) minutes of each stop. The Northbound route will depart Forrestal at the posted times.

**Note:** Due to the distance traveled, peak periods of traffic, road conditions or weather, these times may vary. A Transportation Services employee will be located at the bus stop at Forrestal and Germantown buildings whenever a bus will not run as scheduled to provide information or to offer an alternative. In the event of inclement weather, bus schedule adjustment information may also be provided via a DOECAS.

The **standard level** of service is to provide the Department's employees with safe and dependable transportation between the Forrestal and Germantown Headquarters locations.

## 5. Cafeteria/Food Service Locations

### **Forrestal**

The Forrestal Building has a full-service cafeteria that is open to Federal employees, contractors, and visitors. The cafeteria has a seating capacity of approximately 600. Catering services can be obtained by calling the Cafeteria Manager directly on (202) 554-5672.

In addition to the cafeteria, there is a Dunkin’ Donuts and a Subway on the ground floor, and snack bars on the 4th floor and the 6th floors. There are also vending machines located throughout the facility that are accessible 24 hours per day. Most vending machines provide sodas, juice, and snacks.

The cafeteria vendor operates the Dunkin’ Donuts and Subway, while the 4th floor and 6th floor snack bars are operated by blind concessionaires, under the auspices of the Randolph Sheppard Act.

To inquire about this service: Forrestal: (202) 586-6100; Germantown: (301) 903-7050.

**Food Service Locations and Hours of Operation**

Cafeteria	2nd Floor, West Bldg.	6:45 a.m.-3:00 p.m.
Dunkin’ Donuts	GE-234	6:45 a.m.-3:00 p.m.
Subway	GE-234	9:30 a.m.-3:00 p.m.
4th Floor Snack Bar	4F-052	6:45 a.m.-3:30 p.m.
6th Floor Snack Bar	6B-037	7:30 a.m.-4:00 p.m.

**Vending Machines (Available 24 hours)**

- 7B-240 (Secretary of Energy’s Suite)
- 7A-050
- 3E-055
- 2E-057
- GA-124
- GE-032
- GE-225
- Loading Dock

**Germantown**

The Germantown Building also has a full service cafeteria, two snack bars operated by the Maryland Business Enterprise Program for the Blind, and two vending machine rooms.

**Food Service Locations and Hours of Operation**

Cafeteria		7:00 a.m.-2:30 p.m.
C-Wing Snack Bar	C-234	7:30 a.m.-5:00 p.m.
G-Wing Snack Bar	G-235	8:00 a.m.-4:00 p.m.

**Vending Machines (Available 24 hours)**

B-102  
E-044

The **standard level** of service is to provide the Department’s employees and visitors with a diverse variety of healthy food choices, professional and courteous service, and an aesthetically pleasing dining environment.

Customer concerns, comments and suggestions regarding cafeteria service can be provided to the Office of Administration’s Customer Mailbox at MA-40Customervoice@hq.doe.gov.

**6. Carpet**

The cost incurred to replace carpet that is damaged because of flooding is provided by the Office of Administration. If an organization requests the installation of new carpet to improve the aesthetics of their office space, it will be provided at a cost to the requesting organization. The type and color of carpet is standardized. A justification to install non-standard carpet in office areas will be required and must be approved by the Director, Office of Program Integration and Logistics Operations (MA-432), Room 1F-039.

To request carpet service, submit a completed Requisition for Supplies, Equipment or Service (DOE F 4250.2) to the Project Integration and Logistics Operations staff located in Room 1F-038, or call (202) 586-6080. In Germantown visit the staff located in Room number R-006 or call (301) 903-6492.

The **standard level** of carpet service is prompt, professional delivery and installation of carpet within the timeframe negotiated with the customer.

## **7. Conferencing Services**

Conferencing services include the scheduling of conference rooms and setup in the Forrestal and Germantown auditoriums, Program Review Centers and all general use conference rooms. Conferencing services also include, for Assistant Secretaries and above, logistics for press conferences and town meetings, audio/visual, and coordination for audio or video tape production and duplication. Video conference and satellite broadcasts are provided in the auditoriums only.

All requests for the loan, delivery and set-up of audio/visual equipment can also be obtained by reserving the equipment. Equipment is provided as available on a first-come, first-served basis. Conferencing Services staff will provide points-of-contact for conference rooms in the Headquarters buildings that are not controlled by the Office of Administration. Any requests to utilize the “heads-up boxes,” located throughout the Forrestal building or for the placement of banners and posters to advertise upcoming DOE events should contact Conferencing Services at:

Forrestal: (202) 586-6651, Germantown: (301) 903-4352

The **standard level** of service is to provide customers with professional grade conference space and media and event management support that meets our customers’ needs and specifications.

## **8. Copier Management Program**

The Office of Administration provides for the acquisition of new copiers, as well as the replacement, repair, and maintenance of copiers located throughout the Forrestal and Germantown Buildings.

Departmental elements operating under the Working Capital Fund must submit a written request, DOE Memorandum, or e-mail signed by the Program Office Fund Manager, Administrative Officer, Office Director level or above.

To request these services: Forrestal: Room GE-140, (202) 586-4318,  
Germantown Room: R-003C (301) 903-3237.

The **standard level** of service is to contact the customer to discuss copier specifications/ requirements and funding source within 48 hours of receiving the request for new or replacement equipment.

**9. Copy Center**

The staffed copy centers provide in-house copy and binding services. The Copy Center staff inspects and maintains daily all walk-up copiers located in the Forrestal, Germantown, and 950 L’Enfant Plaza locations. This includes simple repairs and routine operator maintenance of machines in use. Maintenance includes, but is not limited to: clearing paper jams; cleaning glass and seniors; adding toner as required; checking printing quality; and maintaining supply inventory in rooms.

**Staffed Copy Center Locations**

Forrestal Building	Germantown Building	950 L’Enfant Plaza
Room GE-140	Room S-057	Room 8104
(202) 586-9000	(301) 903-3060	202) 586-9000

**Walk-up Copier Locations**

Forrestal:	GE-140	1J-005
	5D-028	6E-087
Germantown:	E-214	E-144
	E-454	G-434
L’Enfant Plaza:	8104	

If walk-up copiers are in need of repair, contact the Copy Service Center at:  
Forrestal: (202) 586-9000  
Germantown: (301) 903-3060  
L’Enfant Plaza: (202) 586-9000

The **standard level** of copy service is to turnaround requests within a 24-hour period for documents not exceeding 5,000 units (pages).

Turnaround time for documents exceeding 5,000 units is generally 48 to 72 hours, unless there are customer specifications that need to be handled on a case-by-case basis.

## **10. Courier Service, Classified**

Courier service for the delivery and pick-up, within the Washington metropolitan area, of classified and highly sensitive material is available for the Department of Energy employees.

**Note: Only “Q” cleared personnel are authorized to handle classified material.**

To request delivery or pick up courier service by phone, call:  
Forrestal: (202) 586-8600; Germantown: (301) 903-4330

Courier service requests for delivery or pickup are to be submitted to the Courier Services office Monday through Friday in Room GB-177 (Forrestal) during the hours of 8:30 a.m. and 5:30 p.m., and Room R-003 (Germantown) during the hours of 8:00 a.m. and 5:00 p.m..

The requesting organization will package material in accordance with regulations established by the Office of Safeguards and Security.

A customer receipt is provided in accordance with established regulations and for the ease of tracking material. Material will be picked up on the next scheduled messenger run and returned to Room GB-177 or R-003 where the requesting office will be notified that material is ready for customer pick up.

The **standard level** of service is to provide a secured and controlled method of transporting classified and highly sensitive material between agencies located within the metropolitan area.

The cost for these services is billed through the Working Capital Fund.

## 11. Courier Service, Unclassified

Courier Service for the delivery or pickup of unclassified material within the Washington metropolitan is also available.

User may request delivery or pick-up courier service by submitting a completed Courier Messenger Request (DOE F 1400.1), to the Courier Services staff located in Room GB-177, (Forrestal), Room R-003 (Germantown), or by calling the Courier Service staff at: Forrestal: (202) 586-8600; Germantown: (301) 903-4330.

A customer receipt is provided in accordance with established regulations and for the ease of tracking material. Material will be picked up on the next scheduled messenger run and returned to Room GB-177 or R-003 where the requesting office will be notified that material is ready for customer pick up.

The **standard level** of service is to provide an efficient and dependable messenger service for the delivery and pick-up of sensitive and priority unclassified material within the Washington metropolitan area.

The cost for these services is billed through the Working Capital Fund.

## 12. Court Reporting

The Office of Administration procures Court Reporting Services for the Department of Energy Headquarters. This service includes electronic recording, transcribing and transcription services of press conferences, courtroom and legal proceedings, depositions, advisory board and committee meetings, personnel grievances, appeal and administrative hearings and other legal proceedings.

To request these services, contact the Forrestal Printing Team in Room GE-140, or by calling (202) 586-4318 to request a Court Reporting form. Forward your completed request to [dallas.woodruff@hq.doe.gov](mailto:dallas.woodruff@hq.doe.gov).



The request should include:

- a. Date and time of hearing
- b. Location of hearing
- c. Type of hearing

The individual requesting these services will be provided with a tracking number (call number) within two (2) business days from receipt of the initial request. The individual requesting these services will also be provided the vendor name and telephone number once the award has been made.

The **standard level** of service is to acquire court reporting services for the Department of Energy Headquarters program offices.

### **13. Custodial Services**

Custodial Services are provided in all DOE-leased and owned facilities and differ based on the contractual or lease requirements. Custodial services are provided during the hours of 7:00 a.m. and 9:00 p.m. Inquiries or requests for custodial services or to report issues concerning custodial services should be submitted to the Facilities Management Operations Help Desk by calling: Forrestal: (202) 586-6100; Germantown: (301) 903-4005

The **standard level** of service is to consistently provide a clean and aesthetically pleasing environment for the Department's employees and visitors.

### **14. Destruction of Classified Material (Burn Bags)**

Programs that accumulate sensitive waste exceeding their office storage areas should take the overflow material to room GI-007 in Forrestal on Mondays, Wednesdays and Fridays between 3:00 p.m. and 4:00 p.m. or call (202) 586-1364 for assistance. Germantown customers must call (301) 903-4483 to coordinate opening the storage area.

All burn bags must be marked with the name, routing symbol, telephone number, and room number of the person responsible for the burn bag. Also, the type of matter contained within must be clearly marked on the side of each bag for identification.

Burn bags shall not exceed 10 pounds per bag each in Forrestal and 15 pounds each in Germantown as directed by the Headquarters Facilities Master Security Plan.

Accountable Classified Removable Electronic Media (ACREM) and other accountable matter are required to be destroyed by appointment only at the Germantown Destruction Facility. Forrestal personnel are not authorized to collect or transport such matter. Questions regarding accountable waste material should be directed to the Headquarters Information Security Program at 301-903-9990.

Questions regarding these services should be directed to the Collection Facilities staff at: Forrestal: (202) 586-8600; or Germantown (301) 903-4483, or to the Office of Safeguards and Security at (301) 903-9990.

The **standard level** of service is to provide a centralized and controlled destruction process for the users of classified and unclassified sensitive material consistent with applicable regulations.

## **15. Directory Boards**

Directory boards are located by the elevator banks of the Forrestal North Building and by the “E” Corridor Elevators of the South Building. These services are not available at the Germantown location.

To request directory board services, submit a completed requisition for Supplies, Equipment or Service (DOE F 4250.2), to the staff located in Room GG-031, or call (202) 586-6651.

The **standard level** of service is to consistently post accurate organizational information for key Departmental officials. Most updates occur within 48 hours of notification of change(s).

## **16. Distribution**

Primary distribution service consists of providing the consolidation and packaging of multi-component mail outs and of daily items such as publications, flyers, vacancy announcements, directives and legislative

material. Distribution services also provides folding, inserting addressing, labeling, metering and banding of documents for your mailing requirements.

Secondary distribution service consists of providing supplying and maintaining many types of publications received from primary distribution and DOE project and program managers, for use in filling requests from the general public, private institutions, DOE personnel, the Congress, and other federal agencies. A variety of printed products and supplies for everyday use by DOE employees such as letterhead, envelopes, decals, action folders, correspondence tabs and pre-printed certificates are also available.

To request distribution services, submit a completed Request for Visual and Print Media Services (HQ F 1420.7) to the Distribution Section staff located in Room GE-140 or by calling the Distribution Services staff at (202) 586-2227.

The **standard level** of service is to provide consistent distribution of customer requests within stated timeframes. Requests for primary distribution services, depending on size, will be processed within 1-3 business days. Requests for secondary distribution services made in person (Room GE-140) will be processed immediately, and are subject to the availability of the publication. A call-in, facsimile, or written request for secondary distribution will be processed within eight (8) hours of receipt.

The cost for these services is billed through the Working Capital Fund.

## **17. Document Imaging Service**

Document imaging services consists of providing scanning and optical character recognition of paper documents, and converting them into electronic files. One standard 5-drawer filing cabinet can be converted into one CD, saving significant space and making the “Corporate Knowledge” locked up in the documents accessible. Once converted, these electronic files can be indexed and searched, stored on CD, and accessed and distributed faster, easier and cheaper than their paper originals. The Document Imaging Services staff will prepare documents for scanning by removing staples, paper clips, and binder clips; and burning a CD with all the customer files.

To request Document imaging services contact Heidi Palombo in Room BH-039 or at (202) 586-5251.

Further details about the service and its benefits is available at: [http://www.management.energy.gov/administrative\\_services/Imaging.htm](http://www.management.energy.gov/administrative_services/Imaging.htm)

The **standard level** of service provides the converted electronic files in CD format within the timeframe negotiated with the customer.

The cost for these services is billed through the Working Capital Fund.

## **18. Electronic Services**

Electronic services consists of set-up and operation of conference room video and audio equipment; record satellite television broadcasts; distribution of programs at fixed television production facilities within the DOE Headquarters complex; provide duplication of recorded interview footage in small quantities; perform standard and format conversion of recorded media; provide audio or video tape production and duplication of significant Departmental events; install MATV Cable drops.

To request electronic services, submit an e-mail to [FORconferencing@hq.doe.gov](mailto:FORconferencing@hq.doe.gov) or submit a completed Requisition for Supplies, Equipment or Service (DOE F 4250.2) to the Electronic Services staff located in Room GG-031, or call (202) 586-6651 in Forrestal, and (301) 903-4352 in Germantown.

The **standard level** of electronics services is performed within the timeframe negotiated with the customer. Based on the customer requirements and expectations this can vary from one-day service turnaround to several months turnaround.

The cost for these services is billed through the Working Capital Fund.

## 19. Engraving Service (Name Plates)

Engraving services consists of production of wall and desk engraved name plates for office directories or desk holders. To request engraving services, submit a completed Order for Supplies or Services (DOE F 4250.3) to Conferencing staff located in Room GG-031, or send an e-mail to [FORconferencing@hq.doe.gov](mailto:FORconferencing@hq.doe.gov) or call (202) 586-6651.

The **standard level** of engraving services is performed within the timeframe negotiated with the customer. Based on the customer requirements and expectations this can vary from one-day service turnaround to several weeks turnaround.

The cost for these services is billed through the Working Capital Fund.

## 20. Exchange Visitor Program

The Exchange Visitor Program provides both Americans and foreign nationals with the opportunity to participate in educational and cultural programs. Educational and cultural exchanges assist the Department of State in furthering the foreign policy objectives of the United States. DOE is a sponsor of the DOE Exchange Visitor Program, which brings exchange visitors to the United States on J Visas for assignments up to five years. This program enables DOE to access to top talent from around the world in science, research and subject area scholars, in support of the various DOE program missions and research projects.

For information on the Exchange Visitor Program, call (202) 586-4526.

The **standard level** of service is to maintain accurate program and potential participant information to sustain a viable Exchange Visitor Program at the Department of Energy.

## **21. Facilities Operations and Maintenance**

Facility operations and maintenance services consists of providing safe, reliable, efficient, and effective facility operations and maintenance of the almost 2.3 million gross square feet of grounds and office space at the Headquarters facilities. Facilities operations and maintenance service includes the maintenance and repair of facility infrastructure, a comprehensive preventive maintenance program, and repair and/or replacement of equipment. Facility Operations and Maintenance provides support during facility emergencies. Facility emergencies may consist of a failure of critical equipment or utilities, flooding conditions, or similar problems that pose imminent danger to employee health or a substantial loss or damage to buildings, or equipment.

**To Report a Building Services Emergency in the Forrestal Building:** Call the Facilities Management Operations Help Desk at (202) 586-6100 during normal business hours Monday through Friday (7:00 a.m. to 5:00 p.m.). To report an emergency after normal business hours call Security at (202) 586-6900 (24 Hour Service).

**To Report a Building Services Emergency in the Germantown Building:** Call the Facilities Management Operations Hotline at (301) 903-4005 during normal business hours Monday through Friday (7:30 a.m. to 4:30 p.m.). To report an emergency after normal business hours call Security at (301) 903-2403 (24 Hour Service).

**To Report Smoke, Fires or Medical Emergencies** call 166 or (202) 586-6900 at Forrestal and (301) 903-2403 at Germantown.

### **Routine Maintenance**

Routine maintenance consists of correcting problems of a non-emergency nature, such as repairs and adjustments to doors, repairing faucets, replacing light bulbs, adjusting room temperature.

The **standard level** of Maintenance Service will be provided within (24) hours and (3) hours in an emergency. To request maintenance services, call the Facilities Management Operations Help Desk at (202) 586-6100 for Forrestal and (301) 903-4005 for Germantown.

## **Insect and Rodent Control**

An exterminator is on-site every Friday to perform services as requested. The extermination of rodents and insects using pesticides is performed in compliance with provisions of the Federal Environmental Pesticide Control Act. For these services contact Facilities Management Operations Help Desk at (202) 586-6100 for Forrestal and (301) 903-4005 for Germantown.

## **Grounds Maintenance**

To report any problem with snow or ice removal, lawn care, or plantings, call the Facilities Management Operations Help Desk at (202) 586-6100 for Forrestal and (301) 903-4005 for Germantown.

## **Snow and Ice Removal**

Safe passage for cars and pedestrians in and around the Headquarters facilities throughout the winter is a top-priority. DOE's miles of roadways, sidewalks, and parking lots are pre-treated before predicted storms and salted repeatedly, early, and often during snowy and/or icy conditions using both mechanical equipment and hand labor. During bad winter weather, staff members are urged to use caution to avoid accidents, including wearing footwear that does not slip easily.

To report issues regarding snow removal or other grounds maintenance issues, call the Facilities Management Operations Help Desk at (202) 586-6100 for Forrestal and (301) 903-4005 for Germantown.

The **standard level** of service is to provide and maintain clean, safe, and fully operational facilities and grounds for the Department's employees and visitors.

## **22. Graphics Services**

Graphics services consists of design and production of view graphs and slides; artwork for posters and flyers; certificates and plaques; design logos; and artwork for covers, brochures, displays and exhibits. Requests for service can only be made by a Federal employee with appropriate signature authority to obligate funds. Graphics services are be used for official government business, and must not be copyright protected. If a document is copyright protected, a release must have been secured and attached to the request.

The graphics staff is available to provide planning assistance throughout the developmental stages of projects and customers are encouraged to seek assistance as early in the process as possible.

To request graphics services, please submit a completed Request for Visual and Print Media Services (HQ F 1420.7) to the Graphics Services staff, located in Room BH-039 of the Forrestal Building, or Room E-065 of the Germantown Building.

Requests may also be submitted by phone, fax or email:

**Phone**

Forrestal: (202) 586-2732  
Germantown: (301) 903-3247  
E-mail: [graphics@hq.doe.gov](mailto:graphics@hq.doe.gov)

**Fax**

Forrestal: (202) 586-7724  
Germantown: (301) 903-5337

An e-mail will be sent to the requesting organization point of contact when a job is completed.

The **standard level** of graphics services is to provide courteous and professional customer service within the timeframe negotiated with the customer. The standard turnaround time for requests is five (5) working days. Rush projects will be completed in three (3) to four (4) working days. Projects requiring completion in less than three (3) working days will be considered as super-rush. Super-rush requests require justification and must be approved at the Office Director level or above.

**23. Key and Lock Services, Building**

Key and lock services consists of providing keys and locks for all office doors in the Forrestal and Germantown buildings.

To request building key and lock services, submit a completed Requisition for Supplies, Equipment or Service (DOE F 4250.2) to the staff located in Room GG-087 in Forrestal, or by calling (202) 586-6100, or in Room E-073 in Germantown, or by calling (301) 903-7050.



In addition, the staff can be contacted via email at the following:

Forrestal: FOR Fac Ops Helpdesk

Germantown: GTN Fac Ops Helpdesk

The **standard level** of key and lock services will be processed within 48-72 hours of receipt. The cost for these services is billed through the Working Capital Fund.

## **24. Mail Services**

Mail Services consists of developing and promulgating policy, plans and procedures for the DOE-wide program in accordance with the U.S. Postal Service (USPS). The Mail Service includes the sorting, distribution, delivery, collection and processing of all incoming, outgoing and internal mail. To request Mail Services, visit the staff located in Room GL-084 of the Forrestal Building, and room E-060 of the Germantown building.

### **Certified Mail**

The use of certified mail provides customers with the assurance that parcels arrive at the intended destinations. Certified Mail Service is not available for international mail.

### **Express Mail**

The use of Express Mail Service covers all outgoing overnight express shipments of FedEx, UPS, DHL, Servco Air Freight and TNT Service International for airfreight and overseas deliveries.

Express mail provides insurance services for valued items in addition to a tracking service.

Incoming packages received by Express Mail are immediately scanned and an email notification is sent to the customers that an express package is ready for pickup. Packages can be tracked utilizing the in-house tracking system located at: <https://cpts.doe.gov/scintraweb>.

## **Registered Mail**

Registered mail is the most secure mail the U.S. Postal Service offers. It incorporates a system of receipts to monitor registered articles from the point of acceptance to delivery. Domestic Return Receipts (PS Form 3811) and restricted delivery services are available for additional fees. Return receipts are no longer required for classified mail.

To request registered mail service, visit the mail service staff located in Room GM-134 and submit a Request for Certified and Registered Mailing (DOE F AD-H47). To contact the mail services staff call (202) 586-6061 in Forrestal and (301) 903-4111 in Germantown or visit one of the following mail center locations:

### **Forrestal Building**

1000 Independence Ave, SW  
Washington, Dc 20585  
Room: GL-084  
Telephone: (202) 586-6061  
Hours: 7:00 a.m.-5:00 p.m.

### **Germantown Building**

19901 Germantown Road  
Germantown, MD 20874-1290  
Room: E-060  
Telephone: (301) 903-4111  
Hours: 7:30 a.m.-5:00 p.m.

### **20300 Century Boulevard**

Germantown, MD 20874  
Room 1003  
Telephone: (301) 903-5273  
Hours: 8:00 a.m.- 4:30 p.m.

The **standard level** of mail service is the timely and accurate delivery of all incoming correspondence and packages to the Department of Energy employees, and accurate routing of all outgoing materials.

All properly addressed incoming regular mail will be processed and delivered unopened to the appropriate mail stops within one (1) day of receipt by the Mail Centers.

**All incoming controlled mail** (Certified, Registered, Express, Insured) will be processed in accordance with DOE established procedures and delivered to appropriate Mail Stop within one (1) day of receipt.

**Outgoing express mail** received by 2:00 p.m. daily is processed by Mail Center Express Services personnel and given to the Express Mail Services next day delivery.

**Other outgoing controlled mail** (Certified, Registered, Insured) will be processed and dispatched in accordance with USPS and DOE directives at the end of each day. Controlled mail received after 3:30 p.m. will be safeguarded and processed for the next dispatch.

**Outgoing registered mail** is processed and dispatched under USPS approved combination lock or seal.

## **25. Mailing List Maintenance**

The Distribution Center maintains various Headquarters departmental mailing lists for general distribution of related materials and information. The center provides mail list verification services for customers. The service verifies the correct mailing addresses on the list and informs customers of undeliverable addresses and/or addresses that are no longer in the U.S. Postal service database. To request mailing list maintenance service call the mail center staff at (202) 586-2227.

The **standard level** of service is to maintain current computerized distribution lists to ensure accurate distribution of official materials and publications. Every effort is made to accommodate customer needs as they arise.

## **26. Moving Services**

Moving services consists of the delivery of all office furniture, equipment, and office moves.

To request moving services, submit a completed Requisition for Supplies, Equipment or Service (DOE F 4250.2) to the staff located in Room 1F-038 in Forrestal or call (202) 586-6508; or to the staff in Room R-006 in Germantown, or by calling (301) 903-6492.

The **standard level** of service is to provide safe transport of Department property within time frames negotiated with customer.

Customers will be notified within 48 hours from receipt of requisition for moving services of estimated moving date. If a move has to be rescheduled due to unforeseen circumstances, a member of the moving services staff will notify customer at least four (4) hours in advance of the scheduled move.

## **27. Parking**

DOE Order HQ O 344.1A defines policies and procedures governing the assignment, use, and management of parking spaces controlled by DOE in the Forrestal facility. Before applying for a parking permit please review the Order or visit our website at <http://www.management.energy.gov/parking.htm> to be sure you meet the requirements to park in the Forrestal garage.

There is a monthly fee for all permits, with the exception of Government Vehicles (which are free). One day temporary parking permits are available at a cost of \$5.00 per day (not to exceed five per month) for Forrestal Federal employees.

Twenty-four spaces are available for visitor parking and are available on a first-come first-served basis. Visitors must call one day in advance to ensure that space is available and a DOE contact must confirm the official visit. The visitor parking permits are issued free of charge and are not available to Forrestal federal or contractor employees.

To request parking services at the Forrestal Building contact the staff in the Parking Management Office located in Room GG-031, or by calling (202) 586-4271.

There are a limited number of Executive (Reserved) parking spaces in the Forrestal Garage. These permits are issued to the Principals of the Program Offices and other employees as determined by the Office of the Secretary. There is also a monthly fee for reserved parking. Requests for Reserved parking should be directed to the Office of the Secretary at (202) 586-1198.

Parking at the Germantown facility is free, however, employees are required to display a parking permit to validate vehicle identification. Requests for parking permits for the Germantown facility should be directed to the Germantown Facilities Operations Team, located in Room E-073, or by calling (301) 903-7050.

The **standard level** of service is to provide parking for DOE employees and visitors in accordance with the requirements outlined in DOE Order HQ O 344.1A.

## **28. Passports, Official**

DOE obtains Official or Diplomatic passports and visas for all DOE Headquarters, Field Offices, and NNSA employees who are U.S. citizens traveling to a foreign country on official business. Prior to leaving the United States, all travelers are required to have a DOE travel authorization in the GovTrip system, an approved trip request within the Foreign Travel Management System (FTMS), a valid passport, country clearance and appropriate visas.

Official and Diplomatic passports are managed and maintained in the Office of International Travel and Exchange Visitor Programs, Passport and Visas Section. Upon completion of official travel, the official passport must be returned to the Passport and Visas Section within five business days to be stored for safekeeping until needed for future travel.

Passport and Visa applications generally require at least a 30-day window for processing. For assistance regarding the passports and visas application process, please contact the staff located in Forrestal Room GB-172 or by calling (202) 586-3601.

Passport and Visa photographs can be obtained by visiting the Photography Department which is located in Room BH-039 of the Forrestal Building. Inquiries on the services provided should be directed to the staff by calling (202) 586-1350.

Photo services can also be obtained at the Germantown facility by visiting the Conference and Special Events Office located in Room E-055 of the Germantown Facility or by calling the staff at (301) 903-4352.

The **standard level** of service is to maintain an effective Passport and Visa program to support Departmental officials who are required to travel in support of the Department's mission.

### **29. Photographic Library/Energy Technology Visuals Collection (ETVC) Services**

The Photographic Library/Energy Technology Visuals Collection (ETVC) services consists of a central repository of more than 15,000 catalogued and documented images of energy related (e.g. environmental restoration and waste management, conservation and renewable energy, energy research, fossil fuels, nuclear fission, fusion and defense) programs which are available for presentation or publication purposes. To request photographic library services please contact the staff at (202) 586-9796.

Outside organization requests should be submitted on the company letterhead with a business address for verification. Individual requests will be verified before images will be released.

The **standard level** of service is to provide, on a task order basis, photographic library support to the Department of Energy Headquarters employees. Requests are evaluated on an individual basis. The normal turnaround time is anywhere from (2) days to one (1) week based on the request size. Rush orders are also accommodated.

### **30. Photography**

Photography services consist of a cadre of on-site professional photographers who can be scheduled to photograph major Departmental functions or events (e.g. official ceremonies, passport, visa photos, portraits, etc.) and who can support the photographic production of various graphic presentations.

To request Photography Services, submit a completed Request for Visual and Print Media Services (HQ F1420.7) to the staff located in Room BH-039 of Forrestal or by calling (202) 586-1350.

Requests should include the time, location, description of the shoot, and a point of contact. In order to avoid conflicts, requests should be submitted five (5) days in advance. Requests submitted three (3) to four (4) days in advance of a shoot will be considered rush requests and those submitted under three (3) days of the proposed shoot will be considered super-rush and will be priced accordingly.

The **standard level** of service is to provide, on a task order basis, timely and professional photography support to the Department of Energy Headquarters staff including the following:

- a. Portrait Shooting - The customer will be notified within three (3) days to review a proof sheet.
- b. Events - One (1) week following the event, the customer will be provided 8x10 copies of a selection of pictures taken.

### **31. Printing Procurement**

The procurement of printing services consists of serving as liaison with the Government Printing Office to deliver environmentally-friendly printing, and duplicating products. This includes conducting quality assurance inspections at contractor sites as required, and conducting planning meetings with clients to ensure project is delivered on schedule and as planned.

To request the procurement of printing services, submit a completed Request for Visual and Print Media Services (HQ F1420.7) to staff located in Room R-003C, or by calling (301) 903-3237.

The **standard level** of procured printing service is to furnish camera copy/ electronic media, within the timeframe negotiated with the customer and the GPO.

## **32. Property Management Services**

Property Management Services includes all functions necessary for the proper determination of need, source, acquisition, receipt, accountability, utilization, maintenance, rehabilitation, storage, distribution and disposal of property.

### **Responsibility for Government-Owned Property**

DOE employees and contractors must:

- Report all newly acquired government personal property to the Property Office for determination of accountability.
- Protect all government personal property.
- Maintain government personal property in the same condition as received, allowing for normal wear and tear.
- Notify the organization's Accountable Property Representative (APR) before any government personal property transaction occurs, such as transfer or removal of government personal property from the premises.
- Obtain a Property Removal Authorization (PRA) form (HQ F 1400.25), signed by an authorized issuing officer, before removing government personal property from the premises.
- Sign for a Certification of Property Receipt (HQ F 4420.1) of all personally assigned property (e.g. PDAs, cell phones).
- Return all property to the APR or Custodial Officer upon leaving the organization or Department and complete an Employee Final Separation Clearance form (HQ F 3293.1).
- Notify the organization's APR of loss or theft of government personal property within 24 hours from the time of discovery.
- Make property available during the annual physical inventory or upon request from a member of the Office of Property Management.

## **33. Property Removal Authorization**

To remove DOE-tagged property from any Headquarters building, you must have a Property Removal Authorization (PRA) form (HQ F 1400.25). The form is available on the Property Management website at [http://management.energy.gov/property\\_management.htm](http://management.energy.gov/property_management.htm).



The form must be completed and signed by an Authorized Property Pass Signer. Any DOE-tagged equipment removed must have the DOE tag number on the Property Removal Authorization. A PRA is not needed when removing expendable supply items, e.g. pens, pencils, notebooks, pagers, blackberries, PDA's and cellular phones.

Authority to sign a PRA is determined by an organization's Office Director, Administrative Officer, or Accountable Property Representative. The Property Management Office must be notified in writing of all signature authority designations. Holders of improperly completed or incomplete property passes will not be allowed by Security to remove the property from the facility.

EXAMPLES ONLY of Government-owned Personal Property being used for official purposes that require a PRA for removal from facility:

- Computers (Desktop or Portable)
- Radios
- Microwaves
- Typewriters
- Recording Devices
- Any Furniture Item
- Refrigerators
- Projectors
- Transcribers
- Calculators
- Televisions
- Monitors
- Cameras
- Printers
- VCRs/DVDs

EXAMPLES ONLY of Personally-owned Property that requires a PRA for entry or removal from a government facility:

- Computers (Desktop or Portable)
- Televisions
- Microwaves
- Any Furniture Item
- Refrigerators
- Monitors
- Cameras
- Printers
- VCRs/DVDs
- Radios

**Requests to Purchase Office Furniture or Office Equipment**

The purchase of furniture and office equipment services consists of procuring office furniture (Class-A, Contemporary, and systems furniture) and office equipment.

To request this service, submit a completed Requisition for Supplies, Equipment or Service (DOE F 4250.2) to the staff in the respective Property Office location.

<b>Forrestal Property Office</b>	<b>Germantown Property Office</b>
Room 1F-038 Fax (202) 586-0958	Room R-006 Fax (301) 903-3790

When completing the form, please include the name of the individual who is requesting the furniture, room number, building location, phone number, and requisition number. A justification of need must be on every requisition. This is important, as purchases made for any Political Appointee is subject to review by the Office of General Counsel as legal limitations exist which prohibit the obligation or expenditure of funds, in excess of \$5,000, to furnish or redecorate the office of a Political Appointee. Requests for Class-A furniture must also include the name, grade, and title of the requestor along with the justification for the request. All requisitions must be signed by the Office Director.

Program Offices must provide the Property Office with documentation which includes a description of the item requested, quantity desired, a unit price, vendor name, and warranty information. This paperwork can be faxed, hand-carried, or mailed to the respective Property Office.

All requisitions must be accompanied by a funding authorization memorandum. Requisitions received without a funding authorization memorandum will not be processed until receipt of the memorandum.

### **Key and Lock Services, Furniture**

Furniture key and lock services consists of providing keys for office furniture, and locksmith services. The locksmith service consists of procuring a locksmith to deal with locks on office furniture (desks, credenzas, file cabinets) and safes.

To request furniture key and lock services, submit a completed Requisition for Supplies, Equipment of Service (DOE F 4250.2) to the staff located in Room 1F-039 in Forrestal or by calling (202) 586-6508, or in Room R-006 in Germantown, or by calling (301) 903-6492. In addition, the staff can be contacted via email at the following:

Forrestal: FOR Fac Ops Helpdesk

Germantown: GTN Fac Ops Helpdesk

### **Excessing Furniture and Equipment Pick Up Service**

The excessing and pickup services consist of picking up unwanted or excess equipment or furniture from your office. The placement of unwanted furniture or equipment in the hallways is not the proper way to dispose of these items. The professional moving staff will pick up the furniture or equipment from your office as shown on the following schedule of weekly pickups of excess equipment or furniture. Equipment or furniture that is no longer needed by an organization must be turned in to the Property Management Office by submitting a Transfer or Turn-In (TP) form (HQ F 1400.18). Prior to scheduling a pick-up of computer equipment, the TP and each and every computer must have a statement that is signed by the organization's computer security officer certifying that all computer equipment have had their hard drives removed and sanitized. TP forms must also be signed by the organization's APR.

To request this service to dispose of excess or unwanted property, complete a Property Transfer or Turn-In (TP) form (HQ F 1400.18), and submit it to the Property Management Office staff via email: [HQPropertyandSupply@hq.doe.gov](mailto:HQPropertyandSupply@hq.doe.gov) or hand carry the form to Room 1F-038 at Forrestal or Room R-003 at Germantown.

<b>Forrestal</b>			
Monday	Tuesday	Wednesday	Thursday
Basement South Building	4th Floor South Building	Entire North Building	Entire West Building
Ground Floor South Building	5th Floor South Building	950 L'Enfant	955 L'Enfant
1st Floor South Building	6th Floor South Building		
2nd Floor South Building	7th Floor South Building		
3rd Floor South Building	8th Floor South Building		

<b>Germantown and Leased Facilities</b>			
Monday	Tuesday	Wednesday	Thursday
Ground Floor	3rd Floor	Cloverleaf	270 Corporate
1st Floor	4th Floor		
2nd Floor			

This service also consists of providing support in the transferring of property between organizations. The TP form should be completed by the Transferor (losing organization's APR) and forwarded to the Transferee (gaining organization's APR). The Transferee APR needs to approve the transfer prior to the actual move of the property. The TP is then forwarded to the Property Management Officer for approval prior to the actual move of the property. When all approvals are granted, the Property Management Office will make the necessary arrangements for the pickup of the property.

If movers are not needed for the physical move, a message to that effect should be included in the remarks area of the TP form. Property in this case is defined as furniture and furnishings. The transfer of all computer equipment is handled through Sunflower.

Sunflower will be updated by the Property Management office to reflect the transfer of property. For verification that the transaction(s) is complete, the APR's will be notified on their Monthly Gain and Loss Reports.

It is the APR's responsibility to verify the report. If a transaction does not appear, the APR should phone the Property Management Office at (202) 586-9203 to research the transaction.

The **standard level** of service is to provide a systematic process for the removal of excess property from the Department of Energy Headquarters facilities.

### **Maintenance and Repair of Office Equipment**

The office equipment maintenance and repair service consists of locating a provider that is also committed to making repairs in a timely fashion. Equipment repair and maintenance consists of power files, Times II filing units, autopens, typewriters, furniture, microfiche machines and heavy lifting equipment. To request Equipment and Maintenance Service, call the staff at 202-586-6508 or visit the office staff in Forrestal room 1F-038.

### **Recycling of Electronics or Equipment**

Electronics have large quantities of reusable materials which can be extracted for valuable use. Electronics also have hazardous materials which may pose a threat to the environment and human health, if not disposed of properly. Broken or obsolete electronics should be recycled in an environmentally sound manner. Contact the staff in the Property Management Office to do so. The Property Management Office takes great pride in its participation in the recycling of electronic equipment. Our Award Winning program is a vital instrument in the proper disposition of obsolete electronics as a means of preventing them from being disposed of in landfills.

### **HQ Personal Property Management Council (PPMC)**

The HQ Personal Property Management Council was established to enhance the stewardship and accountability of the personal property program at the U.S. Department of Energy Headquarters. The PPMC consists of members from each Program Element. The PPMC will review policy recommendations and provide guidance to the Director, Office of Management, on cross-cutting issues pertaining to personal property stewardship and accountability practices.

## **Clearing Property**

Employees leaving the Department should meet with their designated APR to have all assigned property removed from their name before seeking a release signature from the Property Management Office, 1F-038, (202) 586-6606/6808.

## **34. Recycling**

The recycling service provides a process for us to recycle white paper, colored paper, newspaper, telephone books, bound books, aluminum cans, plastic bottles, glass containers, magazines, and envelopes. We also now recycle cardboard (Germantown only). By recycling, we provide a cleaner environment and provide funding for the tuition assistance program for the Child Development Centers at the Department of Energy Headquarters.

To request recycling service or if you have any questions about the recycling program please contact the Facilities Help Desk staff at Forrestal on (202) 586-6100 or at Germantown on (301) 903-4005.

The **standard level** of service is to provide a systematic process for managing the Department of Energy Headquarters recycling program.

### **Recycling Batteries**

Common household batteries are accepted for recycling in the Forrestal and Germantown Self Service Stores. Drop-off containers are available in the stores for the batteries. Recycling is free of charge. Batteries are shipped to the recycling center monthly.

## **35. Renovations for Presidential Appointees**

The Renovations for Presidential Appointees service consists of processing all requests for office renovations and furnishings for Presidential Appointees. Requests should be directed to the Director, Office of Logistics and Facility Operations, Room 1F-039, (202) 586-6080.

The **standard level** of service is to provide an efficient systematic process for acquiring office furnishings and equipment and completing renovations for Presidential Appointees in a timely and professional manner.

### **36. Safety and Health**

This service provides support to investigate complaints, accidents, injuries and concerns. The Safety and Health Office staff works with Facilities and Security personnel to provide a safe and healthy working environment at DOE Headquarters.

To request this service contact the Headquarters Safety and Health Office during normal business hours in Room GE-112 of Forrestal or by calling (202) 586-1005. For after hour emergencies, contact the Headquarters Safety and Health Office through Security or the EOC Watch Office. It is preferable that employees work through their Program Office Administrative Officer and/or their Program Office Safety and Health Representative for safety and health concerns. The Headquarters Safety Office may also be contacted at the following: E-mail: HQSafetyandHealth@hq.doe.gov

Website: [http://management.energy.gov/administrative\\_services/safety\\_health.htm](http://management.energy.gov/administrative_services/safety_health.htm)

#### **Accidents and Injuries**

All accidents and injuries as well as near-miss accidents are to be reported to the Headquarters Safety and Health Office as soon as possible after the accident or injury occurs. This includes accidents which occur while an individual is on travel.

The Accident / Injury Report Form (HQ F 5484.3) is to be used to report an accident or injury. The form can be completed by the person directly involved in the accident or injury or any person having knowledge of the incident. The form should be routed through the employee's supervisory chain so that the Program Office is aware of the incident and can take

immediate corrective actions, as necessary. The signed, completed form should then be sent to the Headquarters Safety and Health Office located in Room GE-112.

The **standard level** of service is to track accidents and injuries and to investigate complaints. Accidents and injuries will be investigated, analyzed, tracked and reported on a case-by-case basis. Headquarters accidents and injury reports will be tracked for the OSHA log and in CAIRS. Complaints and concerns will be investigated within 24 hours.

### **Environmental Quality of Office Space**

Safety and Health Services consists of mitigating or remediating building environmental quality in an office space that typically involves heating, cooling, air circulation, and lighting, but may also include noise, mold, water infiltration, and chemical exposures. Most environmental quality issues can be resolved by calling the facilities help desk (202) 586-6100 for Forrestal, and 950 and 955 L'Enfant Plaza or (301) 903-4005 for Germantown, Cloverleaf and Corporate 270. If there are health-related concerns associated with the environment, please call the Headquarters Safety and Health Office and request an indoor air quality survey.

### **Evacuation and Shelter-in-Place Exercises**

The Headquarters Safety and Health Office conducts two whole-building evacuations and one shelter-in-place exercise every year in each of the Headquarters buildings.

### **Occupant Emergency Plans**

Occupant Emergency Plans have been created for each building and covers the four actions employees might be expected to take in an emergency: evacuation, shelter-in-place, relocation, and employee release. The complete Occupant Emergency Plan is posted on the HQ Safety and Health website ([http://management.energy.gov/administrative\\_services/safety\\_health.htm](http://management.energy.gov/administrative_services/safety_health.htm)). A shorter "Emergency Procedures" booklet for each building is available through secondary distribution, Forrestal Room GE-120. An "Emergency Procedures" video for each building is also available on the On-Line Learning Center.



## **Safety and Health Training**

The Headquarters Safety and Health Office sponsors monthly training including First Aid, Cardiopulmonary Resuscitation (CPR), Automated External Defibrillator (AED) use, Warden/Monitor Training, and New Employee Orientation (Emergency Procedures). Special classes in Lifting, Ergonomics, Fire Extinguisher Use, Asbestos, Emergency Procedures, etc. are available upon request. Class schedules and times are distributed through the DOECAS system and are listed on the website.

The **standard level** of service is to consistently monitor all aspects of the Departments Safety and Health Program to maintain a safe workplace.

## **37. Self-Service Supply Stores**

This service consists of convenient self-service shopping for expendable office supplies to be used for Official Government Business Only. This service is available during posted hours to all DOE federal employees and approved DOE contractors. The stores are located at Forrestal, Room GA-171, (202) 554-1451 and Germantown, Room R-008 (301) 515-9109.

## **Contractor Access Requests**

Prior to making purchases in the self-service supply store, all contractors are required to complete an access request form. The form must be filled out completely and contain all of the required signatures. Incomplete access forms are automatically rejected. The form is located at website: [http://www.management.energy.gov/documents/PAPERCLIPS\\_Access\\_Form\\_Fillable\\_02-06-08.pdf](http://www.management.energy.gov/documents/PAPERCLIPS_Access_Form_Fillable_02-06-08.pdf)

The **standard level** of service is to provide office supplies at a discounted cost to the Department.

The store employees will provide professional, courteous service. When needed merchandise is not in stock, staff will provide anticipated date of arrival or notify the customer if the item will no longer be available. To request office supplies not in the store, you can order through the catalog. The catalog order form is located at website: [http://www.management.energy.gov/documents/Paperclips\\_Catalog\\_Order\\_Form\\_fillable\\_02-06-08.pdf](http://www.management.energy.gov/documents/Paperclips_Catalog_Order_Form_fillable_02-06-08.pdf)

### **38. Travel**

The Department provides reservations and ticketing services for air, rail and bus transportation, lodgings and rental cars for DOE employees on official domestic and foreign travel. These services are conducted by ADTRAV, the contractor-operated Travel Management Center. ADTRAV agents can be contacted to make reservations for official travel by dialing 1-888-205-2369.

#### **Domestic Travel**

Approvals for all DOE domestic travel are processed electronically through GovTrip. For training or guidance, you can contact the Help Desk at (301) 903-2500.

#### **International Travel**

Approvals for DOE international travel are processed electronically via GovTrip and DOE's Foreign Travel Management System (FTMS). For training and guidance on the use of FTMS, please contact your Program Office Travel Coordinator or the Foreign Travel Program located in Forrestal, Room GB-172, (202) 586-4048.

Departmental policy for foreign travel is stated in DOE Order 551.1C, "Official Foreign Travel" dated June 2008. In addition to DOE travel approvals in GovTrip and FTMS, countries must grant country clearance through the Department of State's electronic country clearance system, eCC, prior to the official foreign travel.

Guidance and advice regarding Departmental policy, FTMS, or country clearance for foreign travel or the Foreign Travel Management System, is provided by the Foreign Travel Program, located in Forrestal, Room GB-172, (202) 586-4048.

### **Travel Medical Insurance**

Travel Insurance is available for DOE employees who travel for official purposes. It is within the discretion of each DOE program element to procure travel insurance for its employees from the company of their choice. Some DOE Headquarters program elements, including NNSA, have contracted with MEDEX Assistance Corporation to obtain MEDEX SECURE, “a comprehensive program providing 24/7 emergency medical, security, and travel assistance—including emergency medical and security evacuations and repatriations—for travelers who are 100 or more miles away from their permanent residence in their home country. DOE employees must take the MEDEX insurance card with them on travel. MEDEX provides multilingual assistance coordinators at the Emergency Response Center in Baltimore, Md. (410) 453-6330. Conditions, limitations and expenses not covered are included on the MEDEX SECURE brochure. MEDEX SECURE brochures can be obtained in the Forrestal Building Room, GB-172 or call (202) 586-3601.

The **standard level** of service is to provide timely, knowledgeable, professional, and courteous travel services and travel support services for Departmental employees.

### **40. VIP Transportation**

The Transportation Unit (Forrestal) is responsible for providing designated DOE Senior Staff members with transportation services. These services include, but are not limited to, other government agencies within the metro area, airports and meeting places. To request this service, call (202) 586-4187.

The **standard level** of service is to provide staff members with timely transportation service; clean, dependable vehicles; and courteous, safe drivers.

Staff members who have been designated by the Secretary's Chief of Staff on the Priority, Approved, or Discretionary List may request this service. Hours of service are 8:00 a.m. through 5:00 p.m., Monday through Friday.

**41. Visas**

See Passports, Official section.

For additional information on services provided by the Office of Administration, visit our website at [http://management.energy.gov/how\\_do.htm](http://management.energy.gov/how_do.htm)

**SERVICES PROVIDED BY THE  
OFFICE OF ADMINISTRATION, MA-40  
(At-a-Glance)**

**MA-40 Customer Service Liaison: Gerri M. Bullock, 202-586-4459**  
**MA-40customervice@hq.doe.gov**

<b>FORRESTAL FUNCTIONAL AREAS</b>	<b>Phone #s</b>
FORS Help Desk, Building Operations and Maintenance	202-586-6100
Building Alterations	202-586-6080
Burn Bag Support	202-586-1364
Cafeteria/Snack Bars	202-586-6100
Carpet Service	202-586-6606
Conference Room Reservations/Support	202-586-6651
Copier Management Service	202-586-4318
Courier/Messenger Support	202-586-8600
Court Reporting	202-586-4318
Custodial Services	202-586-6100
Document Imaging	202-586-5251
Distribution/Mail List Maintenance Support	202-586-2227
DOE Studio	202-586-9115
Energy Technology Visual Collections (ETVC)/ Photographic Library	202-586-9796
Executive Driving Services (VIP)	202-586-4187 202-586-4188
Express Mail Support (FedEx)	202-586-6926
Fleet Management Support	202-586-4187
Graphics Support	202-586-2732
Mail Services	202-586-6061 202-586-0060 202-586-0390
Moving Services	202-586-0202
Parking Garage	202-586-2724

Parking Management	202-586-4271
Passports, Official U.S.	202-586-3601
Passport Photos Forrestal	202-586-1350
Passport Photos Germantown	301-903-4352
Photography Support	202-586-1350
Printed Product Sales Support (e.g. stationery)	202-586-2227
Printing Procurement/Printing Policy	202-586-4318
Property	202-586-5201
Radio Audio Television Communications (RATCOM)	202-586-4405
Safety and Health	202-586-1005
Shuttle Bus Services	202-586-4375
Space Management Services	202-586-6080
Staffed Copy Center	202-586-9000
Travel Management Center - ADTRAV (Travel Reservations)	1-888-205-2369
Travel Management Center- Issues/Concerns	202-586-3601
Visa Services	202-586-3601

<b>GERMANTOWN FUNCTIONAL AREAS</b>	<b>Phone #s</b>
GTN Help Desk, Building Operations and Maintenance	301-903-4005
Burn Bag Support	301-903-4483
Cafeteria/Snack Bars	301-903-7050
Carpet Service	202-586-6606
Classified Copy Center Support	301-903-3060
Conference Room Reservations/Support	301-903-4352
Copier Management Service	301-903-3237
Courier/Messenger Support	301-903-4330
Custodial Services	301-903-4005
Express Mail Support (FedEx)	301-903-2313
Fleet Management Support	301-903-3364
Graphics Support	301-903-5165

Mail Services	301-903-4111
Moving Services	301-903-7050
Passports, Official U.S.	202-586-3601
Passport Photos	301-903-4352
Printed Product Sales Support	301-903-3060
Printing Procurement	301-903-3237
Property and Warehousing	301-903-6683
Radio Audio Television Communications (RATCOM)	301-903-5279
Safety and Health	202-586-1005
Shuttle Bus Services (Bus Pass)	301-903-4330
Space Management Services	301-903-7050
Staffed Copy Center	301-903-3060 301-903-5459

<b>270 CORPORATE SQUARE</b>	<b>Phone #</b>
Mail Services	301-903-5273

<b>CLOVERLEAF</b>	<b>Phone #</b>
Mail Services	301-903-2130

<b>950, 955 L'ENFANT PLAZA</b>	<b>Phone #</b>
Building Operations and Maintenance	202-287-1533





# Courier Messenger Request (DOE F 1400.1)

GPO U.S. GPO: 2008-339-458/47263

DOE F 1400.1  
(05-94)



## U.S. Department of Energy Special Messenger Service 71526

Date and Time Requested \_\_\_\_\_

Organization \_\_\_\_\_

Number of Pieces \_\_\_\_\_

1. From: \_\_\_\_\_

To: \_\_\_\_\_

2. From: \_\_\_\_\_

To: \_\_\_\_\_

3. From: \_\_\_\_\_

To: \_\_\_\_\_

4. From: \_\_\_\_\_

To: \_\_\_\_\_

5. From: \_\_\_\_\_

To: \_\_\_\_\_

Contact at Delivery Point: \_\_\_\_\_

Name of Requestor and Phone #: \_\_\_\_\_

Messenger: \_\_\_\_\_

Remarks:

NOTE: Classified Material MAY NOT Be Moved Thru This System.  
Return Completed Form to Dispatcher Upon Completion of Run.



Printed with soy ink on recycled paper

Order for Supplies or Services (DOE F 4250.3)

DOE F 4250.3  
(08-93)

U.S. Department of Energy

<b>ORDER FOR SUPPLIES OR SERVICES</b>				PAGE                      OF                      PAGES				
<b>IMPORTANT: Mark all packages and papers with contract and/or order numbers.</b>								
1. DATE OF ORDER		2. CONTRACT NO. (if any)		3. ORDER NO.				
4. REQUISITION/REFERENCE NO.								
5. ISSUING OFFICE (Address correspondence to)				6. SHIP TO: (Consignee and address, ZIP Code)				
BUYER                      NO.                      CODE				SHIP VIA:				
7. TO CONTRACTOR (Name, address and ZIP Code)				8. TYPE OF ORDER  <input type="checkbox"/> A. PURCHASE - Reference your _____  Please furnish the following on the terms and conditions specified on both sides for this order and on the attached sheets, if any, including delivery as indicated. This purchase is negotiated under authority of:  <input type="checkbox"/> B. DELIVERY - Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.				
9. ACCOUNTING AND APPROPRIATION DATA				10. REQUISITIONING OFFICE  PROJ OFF.                      NO.                      CODE				
11. BUSINESS CLASSIFICATION (Check appropriate box(es))  <input type="checkbox"/> SMALL <input type="checkbox"/> OTHER THAN SMALL <input type="checkbox"/> DIS-ADVANTAGED <input type="checkbox"/> WOMEN-OWNED								
12. F.O.B. POINT		14. GOVERNMENT BIL. NO.		15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)				
13. PLACE OF INSPECTION AND ACCEPTANCE				16. DISCOUNT TERMS				
17. SCHEDULE (See reverse for Rejections)								
ITEM NO. (A)	SUPPLIES OR SERVICES (B)			QUANTITY ORDERED (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)	QUANTITY ACCEPTED (G)
SEE BILLING INSTRUCTIONS ON REVERSE	18. SHIPPING POINT			19. GROSS SHIPPING WEIGHT		20. INVOICE NO.		17(H). TOT. • (Cont. pages)
	21. MAIL INVOICE TO: (Include Zip Code)							17(I). GRAND • TOTAL
22. UNITED STATES OF AMERICA BY (Signature)				23. NAME (Typed)  TITLE: CONTRACTING/ORDERING/OFFICER				

File Copy (White); Contractor Copy (Blue); Accounting Copy (Yellow); Accounting Copy (Green); Consignee Copy (Pink); Receiving Report Copy (Blue); Property Records Copy (White); Vendor File Copy (White); Purchase Agent Copy (White)

## Property Removal Form (HQ F 1400.25)

**GPO** U.S. GPO: 2009-349-697

<b>HQ F 1400.25</b> (01-98)		<b>Property Removal Authorization</b>		Date Issued	
Name of Holder (Printed)			Holder's Org. Code		Holder's Rm./Bldg
Signature of Holder			Holder's Phone		Property Pass Valid at: ANY DOW HQ OFFICE
Description of Property Being Removed				Property Belongs to:	
Authorizing Issuing Officer (Printed & Signature)				Return Date:	
#1 Holder (original) #2 Property Accountable Officer MA-213--GTN #3 Org. Acct. Property Officer					

HQ F 1400.18  
(01-95)

U.S. Department of Energy

TR/LI

Date \_\_\_\_\_

## PROPERTY

☐ TRANSFER or TURN-IN ☐

From \_\_\_\_\_

To \_\_\_\_\_

LOCATION \_\_\_\_\_

LOCATION \_\_\_\_\_

Justification/Remarks:

Replacement Item Requested:	yes	<input type="checkbox"/>	no
-----------------------------	-----	--------------------------	----

Date shipped \_\_\_\_\_

Date received \_\_\_\_\_

Signature \_\_\_\_\_  
(Transferor) ACCOUNTABLE PROPERTY REPRESENTATIVE

Signature \_\_\_\_\_  
(Transferee) ACCOUNTABLE PROPERTY REPRESENTATIVE

Date recorded:

TRANSFER APPROVED: \_\_\_\_\_ DATE \_\_\_\_\_  
PROPERTY ACCOUNTABLE OFFICER

ORIGINAL: COPY 1 - TRANSFEREE: COPY 2 - PROPERTY ACCOUNTABLE OFFICER: COPY 3 - TRANSFEROR



Printed with soy ink on recycled paper

DOE Form AD-H47  
(9-78)**REQUESTING OFFICE**

### ROUTING SYMBOL

**TYPE OF MAILING REQUIRED (Check One)**

**REGISTERED**

 **CERTIFIED**

**CLASSIFICATION** (If unclassified, so state)

**ADDRESSEE**

## INSTRUCTIONS

**Requesting Office:**

Prepare AD-H47, original only, for each item of mail to be registered or certified. Securely attach to letter and forward to the DOE Mail Facility.

**DOE Mail Facility:**

Complete processing by assigning registry or certified number, date of mailing and then return form to office of origin.

**DO NOT USE THIS BLOCK**

**Registry Number**

**Certified Number**

Date Mailed

Date Mailed \_\_\_\_\_

U.S. Government Printing Office: 1990-316-011/890

Request for Print, Mail and Visual Media Services (HQ F 1420.7)

HQF 1420.7  
(06-00) (Replaces DOE F 1420.3, HQ F 1420.14, HQ F 1420.16)  
All Other Editions are Obsolete

MATERIAL FURNISHED											
JOB TITLE							JOB CONTROL NUMBER				
<div><div><input type="checkbox"/> CAMERA COPY</div><div><input type="checkbox"/> MAILING LABELS</div><div><input type="checkbox"/> DISKETTE (Complete GPO Form 952)</div><div><input type="checkbox"/> MANUSCRIPT</div><div><input type="checkbox"/> PHOTOGRAPH</div><div><input type="checkbox"/> REPRINT</div><div><input type="checkbox"/> NEGATIVES</div><div><input type="checkbox"/> SLIDES</div><div><input type="checkbox"/> OTHER</div></div> <div><div><input type="checkbox"/> YES</div><div><input type="checkbox"/> NO</div></div>							FORM OR PUB NO.				
SERVICES REQUESTED											
<div><div><input type="checkbox"/> PLANNING CONFERENCE REQUESTED</div><div><input type="checkbox"/> PHOTOGRAPHY</div><div><input type="checkbox"/> COPY CENTER</div><div><input type="checkbox"/> GRAPHICS</div><div><input type="checkbox"/> PRINTING</div><div><input type="checkbox"/> DISTRIBUTION</div></div>							DATE IN		DATE DUE		
GRAPHICS/PHOTOGRAPHY											
<div><div><input type="checkbox"/> VUGRAPHS</div><div>Each Total</div><div><input type="checkbox"/> B&amp;W COPY</div><div>Total</div><div><input type="checkbox"/> ILLUSTRATION</div><div><input type="checkbox"/> COVER</div><div><input type="checkbox"/> 35 MM SLIDES</div><div>Each Total</div><div><input type="checkbox"/> COLOR COPY</div><div>Total</div><div><input type="checkbox"/> BROCHURE/FLYER</div><div><input type="checkbox"/> LINE ART</div><div><input type="checkbox"/> MASTHEAD/STATIONERY</div><div><input type="checkbox"/> FORMS</div><div><input type="checkbox"/> EXHIBITS (Specify Below)</div><div><input type="checkbox"/> OTHER (Specify Below)</div></div> <div><div><input type="checkbox"/> PROOF</div><div>By</div><div>Date</div></div>											
<div><div><input type="checkbox"/> CERTIFICATES</div><div>Total</div><div><input type="checkbox"/> MOUNT</div><div><input type="checkbox"/> LAMINATE</div><div><input type="checkbox"/> PHOTOGRAPHER (Notes: Date/Time/Location Below)</div><div><input type="checkbox"/> PASSPORTS</div><div><input type="checkbox"/> B&amp;W</div><div><input type="checkbox"/> COLOR</div><div><input type="checkbox"/> FILM PROCESS</div><div><input type="checkbox"/> NAME TENTS</div><div>Total</div><div><input type="checkbox"/> POSTER/CHART</div><div>Total</div><div><input type="checkbox"/> PORTRAIT</div><div><input type="checkbox"/> PHOTOSTATS</div><div><input type="checkbox"/> NAME TAGS</div><div>Total</div><div>Size</div><div>X</div><div><input type="checkbox"/> OTHER (Specify Below)</div><div>PRINT SIZE</div><div>X</div></div> <div><div>GOVERNMENT ESTIMATE</div><div>WINNING BID</div><div>COST</div><div>COST</div><div>INITIAL/DATE</div><div>CODE</div></div>											
PRINTING/COPYING											
PAGES OF COPY		QUANTITY		PUNCHING		TEXT		BINDING			
				NO. OF HOLES		SIZE OF HOLES		SPACING			
PRINT		<input type="checkbox"/> ONE SIDE ONLY		TRIM SIZE		FOLD TO		COVER			
<input type="checkbox"/> HEAD TO HEAD		<input type="checkbox"/> HEAD TO FOOT						<input type="checkbox"/> 1			
								<input type="checkbox"/> 2			
								<input type="checkbox"/> 3			
								<input type="checkbox"/> 4			
								INK			
								PAPER			
								*Inhouse Binding Capability			
DISTRIBUTION/MAILING											
DIST. CONTROL NO.		<div><div><input type="checkbox"/> SINGLE MAILING</div><div><input type="checkbox"/> MULTIPLE MAILING</div><div><input type="checkbox"/> SINGLE/MULTIPLE MAILING</div></div>				LABEL SOURCE					
						<div><div><input type="checkbox"/> FURNISHED LABELS</div><div><input type="checkbox"/> CHESIRE</div><div><input type="checkbox"/> PRESSURE SENSITIVE</div><div><input type="checkbox"/> INK JET</div><div><input type="checkbox"/> DDS-MAILING LIST NO.</div><div><input type="checkbox"/> OTHERS</div></div>				POSTAGE CLASSIFICATION	
CONTRACTOR'S NAME						<div><div><input type="checkbox"/> PRIORITY</div><div><input type="checkbox"/> FIRST CLASS</div><div><input type="checkbox"/> SPECIAL FOURTH CLASS</div><div><input type="checkbox"/> BOOK RATE</div><div><input type="checkbox"/> OTHER</div></div>					
SUPPLEMENTARY INSTRUCTIONS											
Operation		Date Rec'd		Date Due		Date Completed					
Copying											
Graphics											
Printing											
Distribution											
TOTAL COST OF DUPLICATING											
DOE Badge No.:											
INITIALS							LOGGED IN BY				
<div><div></div><div>THIS ITEM IS A SCIENTIFIC/TECHNICAL DOCUMENT APPROVED BY PA-1</div></div>											
DOE REQUESTOR (Sign)				RECEIVED BY			DATE				
DOE REQUESTOR (Print)				ROUTING SYMBOL			ROOM NO.				
				PHONE NO.			ASSIGNED				
				FY			JOB CONTROL NO.				

U.S. Department of Energy  
Request for Print, Mail and Visual Media Services



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Office of Administrative Management & Support

Requisition for Supplies, Equipment or Service (DOE F 4250.2)

DOE F 4250.2  
(7-83)  
(Formerly AD-H34)

U.S. DEPARTMENT OF ENERGY

REQUISITION FOR SUPPLIES, EQUIPMENT, OR SERVICE

Send to: .....  
(Room No.)

Date: .....

.....  
(Office, branch or section)

Req. No. ....

.....

Project No. ....

Requested by: .....  
(Person to be contacted)

(Phone No.)

PLEASE FURNISH THE FOLLOWING  
ITEMS WHICH ARE NECESSARY FOR  
OFFICIAL USE. ....  
(Requisitioning officer)

ITEM OR STOCK NO.	DESCRIPTION	(Title)			DO NOT WRITE IN THIS COLUMN
		QUAN- TITY	UNIT		

DO NOT WRITE BELOW THIS LINE

FILLED BY..... Date.....

DELIVERED BY..... Date.....

POSTED BY..... Date.....

THE MATERIAL AND/OR SERVICES ITEMIZED  
ABOVE HAVE BEEN RECEIVED IN THE QUANTITY  
AND QUALITY SPECIFIED, EXCEPT AS OTHERWISE  
NOTED.

.....  
(Signature)

.....  
(Date)

NOTE AND FOLLOW INSTRUCTIONS ON REVERSE SIDE

## *Self-Service Supply Store Catalog Order Form*

### **Paperclips Etc.**

#### Catalog Order Form

Requestors Name: \_\_\_\_\_ Date: \_\_\_\_\_

Phone #: \_\_\_\_\_ DOE ID Badge #: \_\_\_\_\_

Catalog Name: \_\_\_\_\_

	Item Number	Page	DESCRIPTION	Quantity	Store Use Only	

Requestor's Signature: _____	Date: _____
Office Director's Name: _____	
Signature: _____	Date: _____
Budget Officer's Name: _____	
Signature: _____	Date: _____

ALL CATALOG ORDERS ARE SUBJECT TO FULL PAYMENT OR A RESTOCKING FEE WHEN ITEMS ORDERED ARE RETURNED TO THE SUPPLIER DUE TO THE CUSTOMER NOT PICKING UP THE ITEM(S) WITHIN FIVE DAYS OF RECEIPT BY THE STORE PERSONNEL OR THE CUSTOMER DECIDING TO RETURN THE ITEM(S).

Order Received by: Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

This form is used to order supplies that are not readily available in the Forrestal or Germantown stores. All supplies ordered MUST be used for Official Government Business.



## Supply Store Access Request Form (Contractor Use Only)

### PAPERCLIPS ETC.

#### SUPPLY STORE ACCESS REQUEST FORM

In order for non-federal headquarters personnel to gain access to make purchases of supplies from the headquarters supply stores, **this form MUST BE FULLY COMPLETED and contain all of the signature authorities.** Other than Signature fields, all the other fields are fillable through Acrobat, though you cannot save the form with the Acrobat Reader application, you must print the document with the data entered.

An organization granting a non-federal headquarters employee access to make purchases in the supply stores understands that their organization will be billed for the supply items through the Working Capital Fund (WCF). Examples of employee needing to complete this form to gain store access include:

- Military on assignment
- Detailee from another agency
- Summer interns
- Contractor employees

At the end of the employee's employment term with the headquarters organization, the supply store manager must receive an email notification so that the employee access can be terminated. Also, any changes in the employee data, such as new badge number, name change should also be notified.

In order for this form to be official, all of the information must be completed in its entirety. After the form is completed and all of the signatures are gained, the form will be submitted to the supply store manager.

DOE HQ ID BADGE NUMBER: \_\_\_\_\_

FULL NAME: \_\_\_\_\_

STATUS (Contractor, Detailee, Military): \_\_\_\_\_

COMPANY NAME: \_\_\_\_\_

ROUTING SYMBOL: \_\_\_\_\_ BILLING ORGANIZATION CODE: \_\_\_\_\_

FEDERAL POINT OF CONTACT (full name and phone): \_\_\_\_\_ / \_\_\_\_\_

Office Director:	_____	_____	_____	_____
	Print Name	Sign	Date	Routing Code

Budget Officer:	_____	_____	_____	_____
	Print Name	Sign	Date	Routing Code

Administrative Officer:	_____	_____	_____	_____
	Print Name	Sign	Date	Routing Code

Store Contract COR Approval: \_\_\_\_\_

All items purchased from the DOE Headquarters supply stores are to be for OFFICIAL GOVERNMENT BUSINESS ONLY.